

CONNECTICUT RENAISSANCE DESCRIPTION OF ORGANIZATION

- **Norwalk, Connecticut**
- **Funding Sources: 75% State Grants, 5% State Administered General Assistance, 5% Medicaid, 1% Medicare, 3% Private Insurance, 12% Private Pay**
- **Adults Only**
- **80% Court Mandated**
- **Services Provided: Outpatient Treatment**

OUR CHANGE TEAM



AIM ADDRESSED

- **Decrease the days from evaluation to admission in order to increase admissions.**
- **Why this problem?**
- **The wait time from evaluation to admission during 11/1/04 – 12/31/04 is 21 days.**
- **Clients never made it to treatment due to the long wait for admission.**

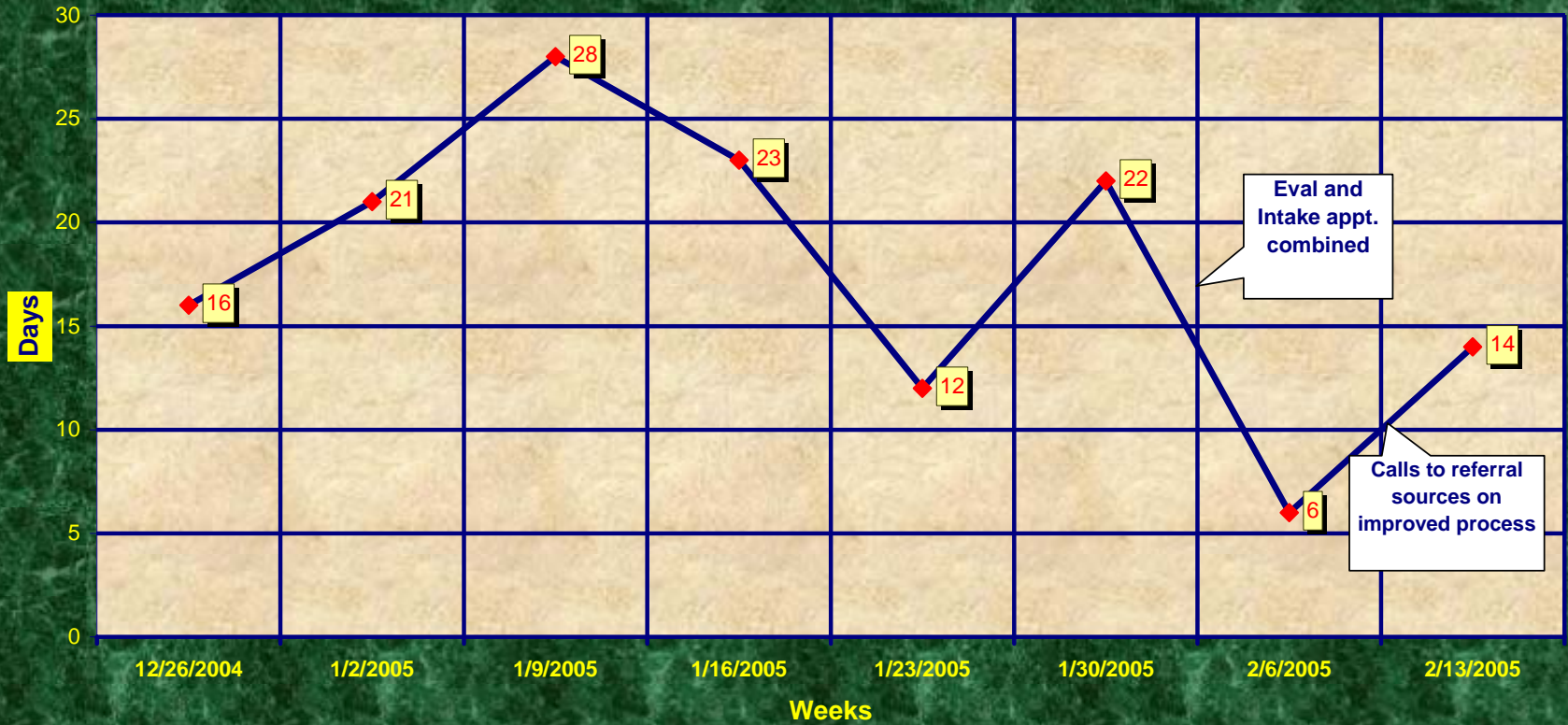
CHANGES MADE

- **Combined the Evaluation and Intake Assessment into one appointment.**
- **Screened for appropriateness of admission immediately with available staff.**
- **Increased contact with major referral sources on improved admission process.**

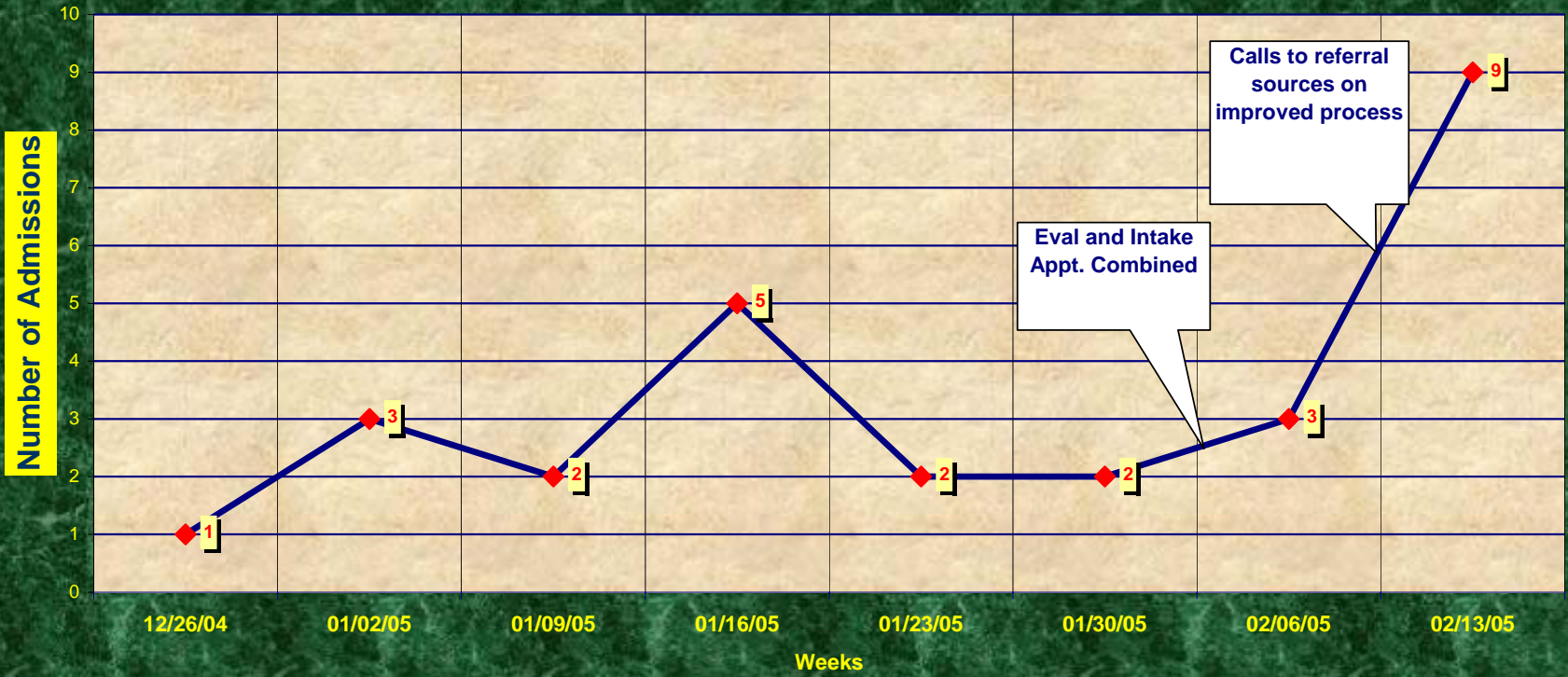
KEY EVENT INSTRUMENTAL IN MAKING PROJECT A SUCCESS

- **Executive Sponsor and Change Leader empowered the team to make changes to the current process placing the team in the leadership position.**

Average Days From Evaluation to Admission



Number of Admissions



FUTURE PLANS

- **Review changes for effectiveness.**
- **Strive for a 50% increase in admissions.**
- **Examine first contact by phone to identify areas of improvement.**
- **Examine staff utilization and productivity.**